

August 27, 2002

**NOTIFICATION OF CUSTOMER: BROADWING
TELECOMMUNICATIONS, INC. AND BELL SOUTH
LONG DISTANCE, INC.**

DOCKET NO.
02-00719

This matter came before Directors Deborah Taylor Tate, Pat Miller, and Ron Jones of the Tennessee Regulatory Authority (the “Authority”), the voting panel assigned to this docket, at the regularly scheduled Authority Conference held on July 23, 2002 for consideration of the request of Broadwing Telecommunications, Inc. (“BWTT”) for approval of a customer notice letter pursuant to the provisions of Authority Rule 1220-4-2-.56(2)(d)(2).

Authority Rule 1220-4-2-.56(2)(d)(2) provides as follows:

(d) In the case of a transfer of a customer base between two or more telecommunications service providers, the Authority, upon petition by the acquiring telecommunications service provider, may deem that sufficient notice has been given and approval received from the affected customers when the following criteria are met:

2. A notification letter, pre-approved by the Authority, shall be mailed by U.S. First Class Postage by the telecommunications service provider being acquired to its customers describing the customer transfer and explaining that the customers' local or long distance service will be transferred to the acquiring telecommunications service provider by a certain date unless the customer selects another

telecommunications service provider. This customer notification shall be mailed to the customers no less than thirty (30) days prior to the actual customer transfer. The notification letter required by the FCC may be used for the notification purposes of this part. The Authority may waive the thirty (30) day notice requirement of this part for good cause shown.

The Request

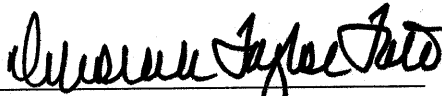
As an attachment to a letter filed with the Authority on June 20, 2002, BWTI filed copies of a letter sent by BWTI and BellSouth Long Distance, Inc. ("BSLD") to the Federal Communications Commission ("FCC"), dated June 18, 2002, notifying the FCC of BWTI's plan to enter into an agreement with BellSouth Telecommunications, Inc. ("BellSouth") whereby Broadwing will acquire certain intraLATA 800 service subscribers from BellSouth. The letter to the FCC states that these customers currently receive intraLATA 800 services from BellSouth and interLATA 800 services from Broadwing, for which Broadwing issues a joint bill containing both companies' logos. The letter to the FCC further states that following the proposed transaction, Broadwing will provide both intraLATA and interLATA 800 services to these customers and will issue customer bills containing only Broadwing's logo. In its letter to the Authority, BWTI states that prior to implementing these changes, BWTI and BSLD will send a notification to all customers advising them of the pending change of their intraLATA 800 service selection to BWTI. This notification will also advise customers that there will be no change in the way they dial or in the customer service available to them, no charges associated with the change, and no change in rates. The notification will also inform customers that they have the option to select a different service provider if they prefer. BWTI also states that only one customer in Tennessee is affected by this change in service.

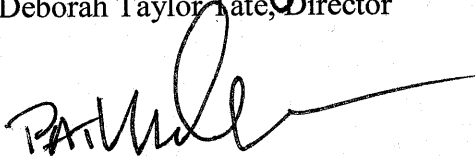
Pursuant to Authority Rule 1220-4-2-.56(d), the transaction described in the *Petition* requires the Authority's approval of the proposed customer notification. BWTI submitted a proposed customer notice letter with its letter filed on June 20, 2002.

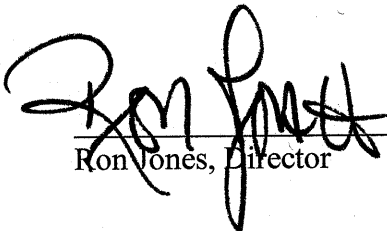
At the July 23, 2002 Authority Conference, the Authority voted unanimously to approve the customer transfer letter filed as an amendment to the *Petition* on June 17, 2002.

IT IS THEREFORE ORDERED THAT:

The customer notice letter proposed by Broadwing Telecommunications, Inc. is approved.


Deborah Taylor Tate, Director


Pat Miller, Director


Ron Jones, Director